



HUMAN RESOURCE MANAGEMENT

"Creative and Design Thinkers"

COURSE FINAL OUTPUT - MGT1106
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JANUARY - MAY 2023

Human Resource Manpower Plan for BigBrew J.P Rizal Marikina



Presented to the
Faculty of Business Administration Department
Institute of Accounts, Business and Finance
Far Eastern University - Manila

In Partial Fulfillment of the
Requirements for the
Degree Bachelor of Science in Business Administration

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Watch us on Google drive: [BigBrew Manpower Plan - Google Drive](#)

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Overview of the Business

BigBrew Philippines has mainly started in Caloocan, which has branched out into different places. BigBrew Philippines has a wide variety of drinks like milk teas, frappes, coffees, and fruit teas. It is very well known because of its super affordable price especially for students.

BigBrew is a sole proprietorship kind of business since it is mainly controlled by an individual specifically the franchisers. Moreover, the initial capital of the BigBrew depends on what type of business they are going to franchise if it's only a cart-only type that only serves take-out drinks or the other one is they serve both dine-in and take-out orders. With that, their initial capital usually ranges from 500k to 650k.

BigBrew Menu:

FRUIT TEA	MILKTEA	COFFEE
Blueberry	Cheesecake	Kape Brusko
Green Apple	Chocolate	Kape Fudge
Honey Peach	Cookies and Cream	Kape Macch
Kiwi	Dark Choco	Kape Matcha
Lemon	Double Dutch	Kape Moca
Lychee	Matcha	Kape Vanilla
Mango	Red Velvet	
	Salted Caramel	
	Taro	





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	Wintermelon	
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BigBrew Mission:

"Makapagpatayo ng BigBrew store sa lahat ng community."

BigBrew Vision:

"Maka-inom ng BigBrew lahat ng Pilipino"

Introduction

Management must understand the organizational structure at a given time. To determine the quantity, sort, qualifications, qualities, etc. of the staff needed for this estimation, the necessary personnel must be identified. In reality, a variety of environmental and other factors play a role in determining the workforce. Manpower planning is the key to human resource management. Giving people the correct jobs to apply for and excel in improves how the workforce functions in the workplace. The human resources of the company ultimately grow as a result. Since any organization needs to have the correct sort and number of employees executing the necessary activities at the right times, human resource planning is essential for business planning.

Businesses now struggle to retain employees because people routinely change employment in search of greater success and opportunities. Therefore, to support business growth and prevent the loss of knowledgeable and skilled employees, every workplace needs to maintain an organization with a reliable system of human resources. By giving workers ample lead time for internal succession through promotion, manpower planning aids in the creation of an effective career succession for workers. Despite this, if the firm does not have proper management of its human resources, it is possible that it will run into severe problems with the law, its finances, and productivity. These problems may, in the long run, cause it to be unsuccessful (Vince, 2019). It plays a crucial role in ensuring that the workplace is diverse, inclusive, and free from discrimination. Policies and procedures play a huge role in every organization as it will show fairness and equity to all the employees.





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Purpose

The main objective of this manpower report plan is to assist the BigBrew JP Rizal, Marikina regarding any necessary changes in their operation. This will also help the said company to identify and assess if there should be any changes or improvements that should be done.

The purpose of this paper shall respond to the following queries:

1. What is the resource calendar of the business?
2. How does the owner of the BigBrew JP Rizal Marikina take care of their employees?

Staffing management

Staffing management is a critical component of any successful business, encompassing recruitment, selection, training, and development of employees for specific roles within the organization. The aim is to ensure that the organization has a skilled workforce with the appropriate expertise to achieve its objectives (Mamgain, 2022).

ⁱⁱHowever, this is a complex process that requires effective management to succeed. This section highlights eight key operational human resource activities of BigBrew J.P. Rizal Marikina, which include recruitment and selection of staff, resource scheduling, training and development of employees, performance evaluation, recognition and rewards, management of labor relations, and implementation of health and safety risk management programs.

A. Staff Acquisition or Recruitment and Selection

Managers can use a wide variety of techniques to motivate their teams to work effectively together. Researchers should be commended for developing so many useful methods and concepts. They also bear some of the blame for the friction and competition that arises from the overlap of their several disciplines (Skinner, 1981).ⁱⁱⁱ





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Big Brew makes sure that all their employees benefit from working with them with that they give 6 days paid sick leave and 6 days paid vacation leave, they also include giving their 13th month pay, overtime pay, and bonuses every mid and end of year and the owner also give 10% of their salary every end of the month when they were able to reach the said quota and lastly the owner also give their employees a natal gift worth 300 pesos monetary gift during the birthday of the employee. Aside from that, the BigBrew owner also gives assistance and oversight of the skills and abilities of their employees to develop them in their workplace.

B. Resource Calendars

Time waste differs from material waste in that there can be no salvage. The easiest of all wastes, and the hardest to correct, is this waste of time, because wasted time does not litter the floor like wasted material according to ford (n.d). ^{iv}To quickly keep track of what they must pay on time or before the deadline and to properly analyze their business's expenses, they frequently share all calendar resource information using Google Sheets.

BigBrew plans eventually with their business since they are a franchise store, they mostly rely on BigBrew Main's Plan and Actions in running the business. They primarily just manage the store's financial matters and their staff.

The table below shows the resource calendar of the BigBrew JP Rizal Marikina:

Regular Employee s	Employee Availabilit y	Leave of Absence	Planned Work	Hourly Rate	Pay
Employee 1	8 hrs.	2 days	26 Days	72.125	577
Employee 2	8 hrs.	0 Days	26 Days	72.125	577
Employee	8 hrs.	1 days	26 Days	72.125	577

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3					
Employee 4	8 hrs.	0 Days	26 Days	72.125	577
Part time Employee 5	Employee Availability	Leave of Absence	Planned Work		
Employee 5	8 hrs.	N/A	10 Days	62.5	500
Employee 6	8 hrs.	N/A	10 Days	62.5	500

C. Training and Talent Management

Businesses must carefully analyze how they invest in their employees. It plays an essential role to invest in employee training and development if you want the company to expand and succeed (Newey, 2023, p.1). 'Every component in terms of creating people management strategy will be the most operative method to achieve the company's goal and objective because this will develop the success of critical processes of the entire employee life process in the business. The industry that wants to build a great foundation in the talent

11																
12		Second Cut-Off														
13	Day	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
14	Date	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
15	Reg. Employee 1	OPENING	CLOSING (H)	CLOSING	CLOSING	CLOSING	OFF	CLOSING	CLOSING	ABSENT	CLOSING	CLOSING	OFF	CLOSING	CLOSING	CLOSING
16	Reg. Employee 2	CLOSING	OFF	OPENING	OPENING	OPENING	CLOSING	OPENING	OFF	CLOSING	OPENING	OPENING	CLOSING	OPENING	OPENING	OPENING
17	Reg. Employee 3	OPENING	OPENING	OPENING	OFF	OPENING	OPENING	OPENING (H)	OPENING	OPENING	OPENING	OFF	OPENING	OPENING	OPENING	OPENING
18	Reg. Employee 4	OFF	CLOSING	CLOSING	CLOSING	CLOSING	OFF	CLOSING	OPENING	OPENING	CLOSING	CLOSING	OPENING	CLOSING	CLOSING	CLOSING
19	Part-time Employee 1	CLOSING	N/A	N/A	N/A	N/A	OPENING	N/A	CLOSING	CLOSING	N/A	N/A	N/A	N/A	N/A	N/A
20	Part-time Employee 2	N/A	OPENING	N/A	OPENING	N/A	CLOSING	N/A	N/A	N/A	N/A	OPENING	CLOSING	N/A	N/A	N/A
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management section must be necessary to execute better training practices.

Employees are kept up to date on the range of the company's products through monthly training. To improve their efficiency, after-sales skills, and proficiency in meeting the product needs of their clients, Big Brew provides training for its staff. The firm owners observe personnel workflows and hold individual and group meetings to maximize potential and address sector deficiencies. To test employees' knowledge of the company's products and to provide them with the opportunity to gain more insight into how the store operates, Big Brew also holds on-the-spot oral exams.

Big Brew nurtures its human resources by rewarding and incentivizing people for their creativity and increasing their commitment to the company's goals. They conduct an award every year, recognizing the best performers with a bonus payment. Because Big Brew views its employees as one of the most important components of its business, they provide them with a sense of community and value. They think that there is always space for development and that businesses should reward people for improving rather than treating them like they are replaceable.

D. Development

In developing any business market research is the main part of it to have a good development of business. (Zuzaku & Buja, 2015)^{vi} Developing human resources in one company or business is necessary for it will help the business itself to discover the abilities of one employee. Development in one company will surely benefit both the organization and the individuals. A well-planned development for the employees will help the whole organization widen and deepen their knowledge and capabilities to different perspectives of work. Development is a longer-term plan for the business to attain the most effective measures.





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The BigBrew JP Rizal Marikina solely depends on the main branch on whatever development they are planning to since they are a franchisee, they are to follow whatever rules and recognition will be given to them. Beforehand the employees also submitted the necessary requirements that fit the job that the BigBrew JP Rizal Marikina have been looking for and ensure that they undergo the right interview process to check if they are really qualified for the said job. Aside from that, the owner of BigBrew JP Rizal, Marikina, was able to discover the skills and abilities of their employees by giving them task individually to assess their productivity and efficiency in their workplace. Given that performance appraisal is also a part of development for them to really assess their employees in all aspects.

E. Performance Reviews

The majority of psychological research specifies that constant, impartial and diverse feedback can result in outstanding and can increase the performance of employees (Hegarty,2023). ^{vii}In addition, workplace research indicates that meaningful feedback increases employee engagement and decreases talent loss. However, to reap these benefits, you must conduct regular performance evaluations for each team member.

Big Brew evaluates its employees' performance in real time when they are working and when in the store. The Business also holds one-on-one meetings with employees to identify areas for improvement, learn about their deficiencies, provide feedback, and set goals for the continued growth of the company. Big Brew assists its personnel in progressing from time to time to grasp the abilities required for the business's growth. The management provides feedback on their abilities, behavior, and values in relation to the firm and its clients. Big Brew improves the performance of their employees by checking in on them on a regular basis. This is not only for the job that their employees have, but also for how they prosper their well-being to improve not only in the scope of business but also in real life scenarios.





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Big brew owners always encourage employee engagement because they feel that if employees work, particularly high performers, become disenchanted without proper performance reviews. According to them, it will provide useful insights from the owner-employees by drawing attention to the fact that they are valuable assets in the organization. By treating employees as partners working toward common corporate goals, you can create a team where everyone works together to achieve.

F. Recognition and Rewards

Recognition and rewards are the ones that companies use to motivate and inspire the employees in what they are doing. It is also a way of expressing their appreciation to their employees for every challenging piece of work that they are doing. According to Dr. Baskar & Rajkumar (2015), ^{viii}the better the recognition and rewards, the higher the level of motivation and job satisfaction that every employee will have. In addition, it was included in the Maslow's hierarchy of need that the first two important things are the physiological needs and the safety needs which includes having personal and job security that one person must have. And being able to recognize someone's challenging work will increase one's job satisfaction as well.

The BigBrew JP Rizal, Marikina has given a lot of recognition and rewards to their employees to increase their level of productivity and efficiency. Some of their recognition and rewards are 6 days paid sick leave, 6 days paid vacation leave, sales bonus if ever they have reached the quota for the month, three hundred pesos monetary gift on their birthday, and free drink every day.

G. Employee and Labor Relations

Effective management of employee and labor relations plays a crucial role in the success of any business, as it assists in creating and sustaining a favorable workplace atmosphere that contributes to enhanced job satisfaction, employee motivation, and productivity.





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According to Pace University (n.d.), ^{ix}effective management of employee and labor relations can help to prevent conflicts, reduce grievances and disputes, and minimize the risk of legal and financial penalties. Compliance with labor laws and regulations is a crucial component of employee and labor relations that contributes significantly to the success of any business.

According to Mr. Inocencio, the owner of BigBrew J.P. Rizal Marikina, their organizational decision-making approach is heavily influenced by the DOLE Protocols. BigBrew J.P. Rizal Marikina adheres strictly to the labor regulations set forth by the Department of Labor and Employment (DOLE), the governmental organization responsible for supervising labor policies and initiatives in the Philippines (DOLE, n.d.). ^xBy following these regulations, BigBrew J.P. Rizal Marikina provides their employees with the requisite benefits, such as the minimum wage, overtime compensation, social security benefits, and other government-mandated benefits. Additionally, the establishment enforces health and safety measures, including the use of appropriate attire and adequate sanitation.

In addition to compliance with labor laws, effective employee and labor relations require effective communication channels. As shared by Mr. Inocencio, BigBrew J.P. Rizal Marikina ensures employee satisfaction by conducting surveys that inquire about their perceptions of work, management, co-workers, and the working environment. Such surveys serve as a valuable form of communication and feedback that can help the company to better understand and address employee needs and concerns, thereby contributing to a more positive workplace atmosphere and increased productivity.

H. Health and Safety Risk Programs

The health and safety risk of BigBrew JP Rizal stated that their business strictly imposes food safety practices in which they manage their customers' orders with no contact with bare hands. According to

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Brown (2019), ^{xi}safety measures protect employees as well as equipment and business property. Avoiding or minimizing injuries and damage to equipment and facilities will result in fewer expenses and more profit for a business.

The BigBrew company though they strictly require their staff to wear facemasks, due to extreme hot temperature they sometimes remove it. Proper storage for their supplies and monitoring of expirations though every week they have new supplies. And BigBrew are 100% confident that they serve drinks clean and effectively managed by their baristas.





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Recommendations

A recommendation refers to a proposal or suggestion based on research findings, advocating for a particular course of action (Charlesworth Author Services, 2022).^{xiixiii} According to Mx. Inocencio, the franchisee of BigBrew JP Rizal Marikina, their main problem in Staffing Management is the attendance and tardiness of their employees.

Our group has produced two recommendations: For our first recommendation, we suggest that BigBrew Business create a calendar of employees to track the availability of each employee's schedule. Wherein it indicates the employee's day off and shifting hours.

For our second recommendation, we suggest that BigBrew conduct an employee performance assessment evaluation to track their work progress throughout their working time. In this performance assessment evaluation, they can track who is often late, absent, and unproductive. They can also use this to know which employees will help their business grow and who should be terminated because they will only hinder the business's goal and success.

We, the proponents have concluded that the manpower plan of BigBrew J.P Rizal, Marikina is quite aligned to the needs of every business or organization must have. We do not find any big issues or problems with regards to their human resource activities. For a small business the BigBrew J.P Rizal Marikina is well-organized and detailed with regards to their business.





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Acknowledgement

We would like to send and express our heartfelt and deepest gratitude to the people who helped us and supported us all throughout this paper.

First, to our Almighty Father, for sustaining us with the wisdom and knowledge that we need to finish this manpower plan report. And for the guidance He had given to us every step of the way.

To our families, for the continuous encouragement and constant support that helped us in finishing this study and for being one of the main reasons for our inspiration to really finish this.

To our friends and classmates, who have been helping us and sharing their thoughts and opinions to really make our final paper better.

We would also like to express our deepest appreciation to the owner of BigBrew, J.P Rizal Marikina, who did not hesitate to accept our interview and share their thoughts and opinions with regard to our study and for being responsive most of the time.

To our HRM professor, Mr. Leonardo Cada, who has been guiding us and supporting us throughout the construction of this paper. For correcting us and motivating us in every aspect to make our paper better. All of this is recognized and much appreciated.

Once again, from the bottom of our hearts we are beyond grateful to the people behind the success of this paper.





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Appendix

Consent

Business Owner-Participant Consent Form

BigBrew J.P. Rizal, Marikina: HR Manpower Plan

- I, Ariel R. Inocencio, agree to participate in the interviews.
- I understand that even if I agree to participate now, I can withdraw at any time or refuse to answer any question without any consequences of any kind.
- I have had the purpose and nature of the study explained to me by the concern students and I have had the opportunity to ask questions about the study.
- I understand that participation involves providing data and information necessary for the students to comply with their HR Manpower Plan Paper; a course requirement equivalent to Final Examination under the course Human Resource Management - MGT 1106.
- I understand that I will not benefit directly from participating in this interview.
- I agree to my interview being audio-recorded and/or pen and paper recorded.
- I understand that all information I provide for this study will be treated under the legal provision of Data Privacy Act of the Philippines.
- I understand that in any report on the results of this academic paper my identity will remain anonymous. This may be done by changing my name and disguising any details of my interview which may reveal my identity or the identity of the people I speak about.
- I understand that any material data or information from my interview may be quoted in dissertation, thesis, conference presentation, published papers etc.
- I understand that signed consent forms, original audio recordings and written recordings will be retained in physical and online storage facilities such as websites and internet archives.
- I understand that under freedom of information I am entitled to access the information I have provided at any time while it is in storage as specified above.
- I understand that I am free to contact any of the students involved in the interview to seek further clarification and information.

Name and signature of business-owner participant:

ARIEL R. INOCENCIO
BUSINESS OWNER

Date: April 12, 2023

Names and signatures of students:

1. VEEBER JOSEPH F. DE GUZMAN

2. KIAN GABRIELLE B. SANTIAGO

3. ESTEPHANIE MAE G. TOMAS

4. JANE A. TATAD

5. NEOFRA GENEVA P. ZAPATA

Date: April 12, 2023

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Business permit



This certifies that

BIGBREW J.P. RIZAL MARIKINA FOOD AND BEVERAGE HOUSE
(CITY/MUNICIPALITY)

CITY OF MARIKINA, NCR, SECOND DISTRICT - NCR - NATIONAL CAPITAL REGION

is a business name registered in this office pursuant to the provisions of Act 3883, as amended by Act 4147 and Republic Act No. 863, and in compliance with the applicable rules and regulations prescribed by the Department of Trade and Industry.

This certificate issued to

ARIEL REMOGAT INOCENCIO

is valid from 20 July 2022 to 20 July 2027 subject to continuing compliance with the above-mentioned laws and all applicable laws of the Philippines, unless voluntarily cancelled

In testimony whereof, I hereby sign this

Certificate of Business Name Registration

and issue the same on 20 July 2022 in the Philippines.


ALFREDO E. PASCUAL
Secretary

Business Name No. 4027066

This certificate is not a license to engage in any kind of business and valid only at the scope indicated herein.



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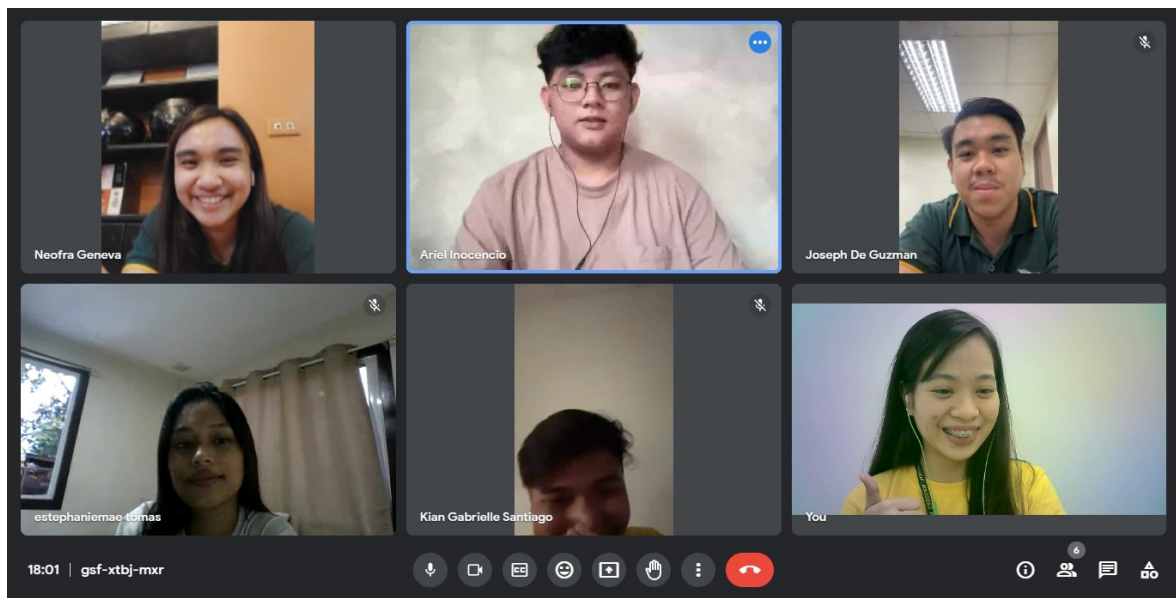
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Interview with the owner



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